

To All Customers Who Receive Returnable Plastic Pallets



December 31, 2019

Frontier Yarns, Inc. welcomes your business on returnable pallets and listed below is our returnable plastic pallet policy. As part of providing our customers with the best quality and low cost yarn, we will ship each order on a returnable plastic pallet as often as possible. However we do ask that these pallets be returned to us in a timely manner in order to keep the shipping costs down. Please note the following points:

1. The returnable plastic pallets are the property of Frontier Yarns, Inc. They are intended to be used exclusively for Frontier products and not to be used for any other products. If you receive another company's yarn on Frontier pallets, please notify our customer service department or technical service representative.
2. Please make every effort to use the yarn shipped on plastic pallets as quickly as possible. When ordering yarn that will remain in inventory for a significant period of time, please notify your salesman or customer service representative. We may want to discuss shipping the yarn on alternative packaging. However, we will handle this on a case-by-case basis.
3. Please do not ship our pallets to other locations. We track pallet shipments to every customer and keep a perpetual inventory of all shipments. The inventory of returnable pallets is audited on a routine basis. If a trans-shipment of yarn to another location is necessary, please notify your salesman or customer service representative. Under no circumstances should these plastic pallets be shipped out of the U.S.A.
4. Please do not store our pallets outside. We will make arrangements to pick up the pallets more frequently in order to keep them from being stored outside.

For Pallet Returns Contact:

Logistics Department
Phone: (919) 718-2330
Email: palletreturns@frontieryarns.com

For Pallet Inventory Questions Contact:

Lisa Denkins, Pallet Auditor
Phone: (919) 718-2317
Email: lisa.denkins@frontieryarns.com